

Amazon Business – Order Guide

How to order



You can place an order via the following methods only:



Proactis Marketplace punch out catalogue – you can access this catalogue via the Unit 4 ERP/Agresso finance system. A user guide which will walk you through all steps to placing an order is available on the Corporate Systems SharePoint site [here](#)



If you need to order a digital gift card you must log in to the Amazon website direct and use a University credit card to make the payment.



User access to Amazon Business is managed by the procurement contract manager. Please email e.zara@napier.ac.uk or procurement@napier.ac.uk if your user profile needs to be updated e.g. if you are a new requisitioner for general access and/or for special access if you require to buy digital gift cards.



Please contact your School or departmental requisitioner who will be able to assist with common queries.

Contract Scope



This contract covers a wide variety of everyday items. The punch out catalogue is limited to show everything included within the contract. There are some items which are restricted to meet University policy and other requirements e.g.



Certain IT equipment



Items without a downloadable VAT invoice



Items not sold by Amazon



Non Prime items



Contract Pricing



You can find the agreed contract pricing on the punch-out catalogue. As the pricing is dynamic, please ensure your requisition is approved by the budget holder within 7 days to prevent a cancellation by Amazon.

Reference Number



If needed the framework agreement reference number is ITS2007. This reference number does not need to be quoted on the requisition.

Supplier Contacts



For any queries on the ordering process, in the first instance please contact the Amazon Business customer service team by email <https://www.amazon.co.uk/gp/help/customer/contact-us>. Our Amazon account manager is Viola Wang who you can email at smwang@amazon.co.uk. You can also book a call with the account manager via [this link](#).

Contract Review



The dedicated contact within the procurement team is Emma Zara who you can email at e.zara@napier.ac.uk or procurement@napier.ac.uk. We hold quarterly contract review meetings with the supplier. We welcome feedback to ensure the contract delivers for customers.